



STATE OF LOUISIANA  
DEPARTMENT OF TRANSPORTATION AND DEVELOPMENT  
P.O. Box 94245  
Baton Rouge, Louisiana 70804-9245



OPINION SURVEY  
ACQUISITION

The Louisiana Department of Transportation and Development is conducting this survey to better understand how well our agents are doing as they acquire property for highway right of way. This will let us know how they are doing and help them do a better job in the future. Please take a few minutes to complete and return this survey in the prepaid envelope.

Please circle your rating of the following:

	Disagree	Somewhat Agree	Agree
1. The agent thoroughly explained what property would be acquired in a manner that was easy to understand.	1	2	3
2. If your property was expropriated, you are satisfied that you were given all the information needed to make an informed decision.	1	2	3
3. The printed information was easy to understand and was thoroughly explained by the agent	1	2	3
4. The agent was friendly, courteous and professional	1	2	3
5. The agent was helpful and efficient.	1	2	3
6. I was offered the opportunity to express my feelings and concerns.			
7. I was treated fairly.	1	2	3
8. This agent represented DOTD in a positive manner.	1	2	3
9. Overall, I am satisfied with the resolution of the acquisition.	1	2	3

What could we do to improve our service?

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Any other comments:

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STATE PROJECT NO. \_\_\_\_\_  
AGENT \_\_\_\_\_

PARCEL NO. \_\_\_\_\_